SD DSS Time Study Sampling System (RFP#20) Questions and Answers

Is the certification regarding debarment, suspension, ineligibility, and voluntary exclusion – lower tier covered transactions described in Section 1.6 a separate form or do we just need to certify the language stated?

By signing and submitting their proposal the vendor certifies to this agreement. This will also be language in the contract of the selected vendor.

Is the non-discrimination statement described in Section 1.7 a separate form or do we just need to certify the language stated?

By signing and submitting their proposal the vendor certifies to this agreement. This will also be language in the contract of the selected vendor.

Regarding the language in Section 1.11, can the Department provide the start and end dates of the state fiscal year?

Start is of the State fiscal year July 1st; End June 30th

Can the Department provide the language from the Division of Cost Allocation (DCA) (now Cost Allocation Services (CAS)) proposing the completion of the time study for one month?

This is need for the Department of Social Service to complete their federal reporting requirements due 30 days after the end of each quarter.

Has the Department gained approval from DCA/CAS for the 17 random day time study?

TKS yes, Cats would have to be approved in submission of the Cost Allocation Plan updates.

How are the RMS sample populations determined? Is one sample for just the Economic Assistance workers and the other for the Adult Services and Aging and Child Protection Services?

One 4,600 sample for Economic Assistance and one more sample consisting of 2,300 hits from Adult Services and Aging and 2,300 hits from Child Protection Services

Please confirm that the Department is solely looking for the implementation and hosting of the existing time study and RMS software; the Department is not seeking consulting services or requesting changes to the existing processes.

Our intent is for an implementation of a new time study system, but we are open to additional options.

Please define "on-demand" training. Is the Department looking for a training program that can be accessed by Department employees at any time?

A training manual, video or presentation to explain and illustrate how to use the time study system appropriately.

Is there a specific platform the Department is requiring that the training program be compatible with?

Web-based would be preferred if not available training that would run on MS office products would work.

Regarding Section 5.2.1, is the RFP Form the first page of the RFP?

Yes

Does the cost proposal need to be packaged separately from the rest of the proposal?

No

Is the Tools and Infrastructure Worksheet required as part of the proposal response?

The Tools and Infrastructure Worksheet required as part of the proposal response and both Attachment B and Attachment C contain a bank of technical and security questions in three sections: 1. Commercial off-the-shelf software; 2. Custom application set; and 3. Hosted application set. Only sections that apply to your proposed solution need be completed.

Is Attachment B required as part of the proposal response?

Yes

Is Appendix C required as part of the proposal response? If so, would only the Hosted Application Set (pages 52-54 of the RFP) of questions apply?

Yes. Both Attachment B and Attachment C contain a bank of technical and security questions in three sections: 1. Commercial off-the-shelf software; 2. Custom application set; and 3. Hosted application set. Only sections that apply to your proposed solution need be completed.

Who would host the solutions provided—the vendor or SD DSS? Or, is SD DSS open to either hosting option?

South Dakota is open to either option

Should the vendor provide options for work plan and fees to include vendor and SD DSS hosting?

If you would like to provide separate proposals for both options you may.

Within what time frame are RMS responses required in order for the response to remain valid (e.g., 24 hours, 48 hours, 2 business days)?

24 hours

Do any employees to be sampled work on weekends?

No

Do any employees completing 17-day samples work on weekends?

No

Do we understand that you desire to have a single system for CATS/TKS?

We currently have two different programs to run the CATS & TKS Time studies. We would prefer a single system which still should have separate sample mixes gathering information for each of the time studies.

Can CATS/TKS employees modify timesheets for a day after they have been completed?

Yes

Will holidays be excluded for CATS/TKS?

Yes

For RMS?

Yes

Is there a need/desire to approve/reject every sample day after the employees have completed their entries?

We would have a need of the sample to be approved by the supervisor of the employee for a selected time period.

Do you want a validation subsample for CATS/TKS?

Yes

How will time be recorded for TKS/CATS (i.e. 15 minutes increments)?

15 Minute increments

Will sampled days expire after a certain timeframe for CATS and TKS?

Yes

Do you want reminders for CATS and TKS, if so in what timeframe will those be occurring?

Reminder when samples are due and notifications of overdue samples.

What reports or data will you want out of the CATS/TKS system?

We would need reports to track time worked by each employee and to allocate the costs to each cost center appropriately,   Trend analysis of time work each quarter and non-responding participants report. We would also be interested in any new reports that are already generated by your company.

From your standpoint, do requirements of the Omni Circular impact the methods that you have identified in the RFP?

I have not read anything in the combined regulations that would impact our time study methodology.

General Information, Section 1.1 states that: "The purpose of this RFP is to procure a hosted timekeeping sampling system." However, Attachment B, Question 1 states that: "Typically the State of South Dakota prefers to host all systems. In the event that the State decides that it would be preferable for the vendor to host the system, is this an option?"

Yes. The State is open to two hosting options for this application: (1) hosting locally at the South Dakota Bureau of Information and Telecommunications; and (2) hosting remotely with the successful offeror. Offerors are invited to propose solutions using either or both of these options. Cost proposals for each solution should be on separate sheets. For budgeting annual hosting costs, offerors should plan on six years.

Many of the vendor questions in Attachment B seem to address security and other access concerns regarding existing DSS systems in which either a COTS or custom-built solution would be delivered to run on the state's platform. However, if in responding to the RFP the offeror is proposing a fully web-based, hosted solution that provides state officials with full access and reporting capabilities, would a response to specific questions as "not applicable" due to the offeror's proposed solution be regarded as non-responsive to the RFP?

Both Attachment B and Attachment C contain a bank of technical and security questions in three sections: 1. Commercial off-the-shelf software; 2. Custom application set; and 3. Hosted application set. *Only sections that apply to your proposed solution need be completed.*

Scope of Work, Section 3 covers the requirements of the RFP and specifically describes the three distinct time study systems in use by various components of DSS. Would DSS consider consolidating all three time study systems into a uniform RMS methodology if it could be demonstrated that a statistically valid time study that conforms to applicable federal and state requirements and is administratively manageable is deliverable and would meet CMS approval?

If a uniform RMS system could demonstrate that it is statistically valid time study that conforms to applicable federal and state requirements and is administratively manageable and not overly burdensome to the employee it would be considered.

The Scope of Work does not specify how responses to the respective time studies will be coded to appropriate activity codes. Are offerors to include coding of time study responses in their proposals? Will offeror's prior experience with centralized coding of time study responses be considered by DSS and scored as part of the evaluation of Offerors's proposal and therefore included in the scope of work of an award?

Any a LA Carte products or services can be submitted as additional options on a proposal. Whether centralized coding to time study is integral part of your scope of work or an additional option will determine the extent it will be used as part of the evaluation.

The RFP identifies the term of the contract as follows: "The contract will run from the award date to the end of the state fiscal year. Annual renewal will be an option at the beginning of the following fiscal year." Will it be possible for the award to be extended beyond one additional year, particularly if customization of our solution is required to fulfill the scope of work.

After the election of the vendor, there can be negotiation on the terms of the contract. The time study will be needed for the unseen future.

Do SSAE 16 auditing requirements need be met?

Yes